



Applin No.: 10/723,742 Applicant(s): Kumar et al.

COMMON MESSAGE AREA FOR A CUSTOMER INTERACTION CENTER USER INTERFACE

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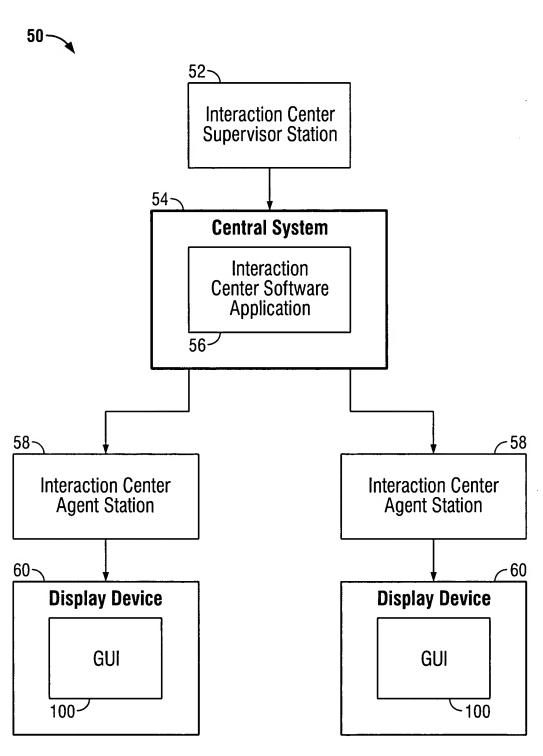


FIG. 1



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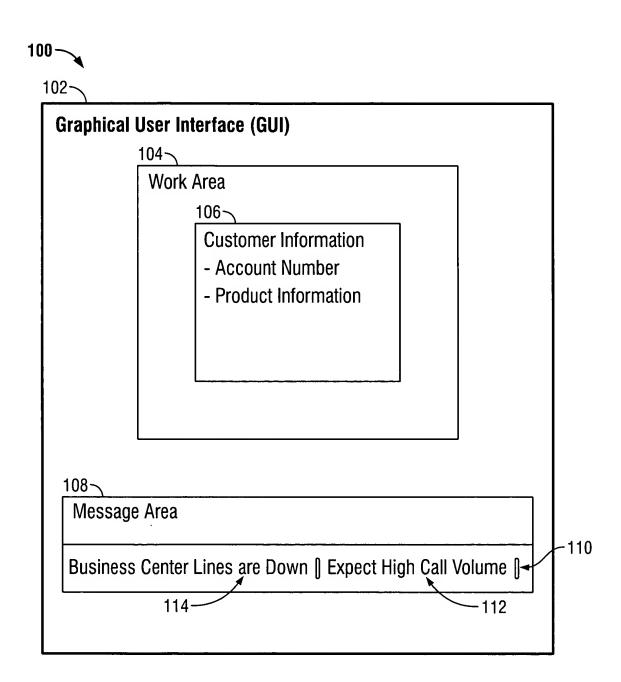


FIG. 2A



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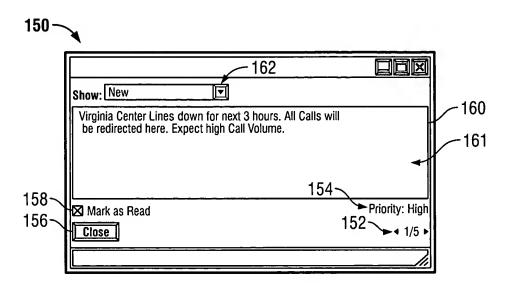


FIG. 2B

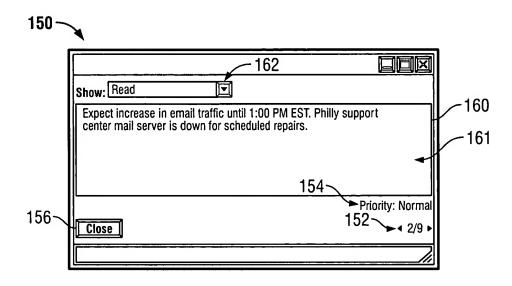


FIG. 2C



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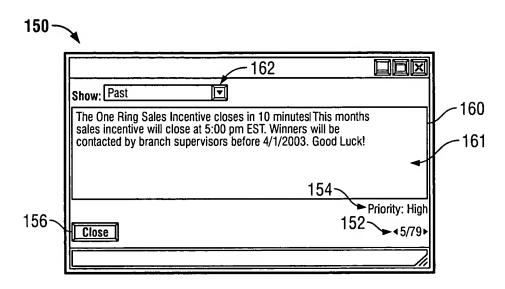


FIG. 2D

Send Message	S 📮	
То:	MR. SMITH 204	
Message Title:	Please call Mr. Terry White	
Long Text:	Mr. Terry White needs some immediate assistance with his washing machine. It is flooding his Laundromat.	
Duration:	1 Hours Min ~ 210	
Priority:	High 212	
214-	Send Cancel 216	

FIG. 2E

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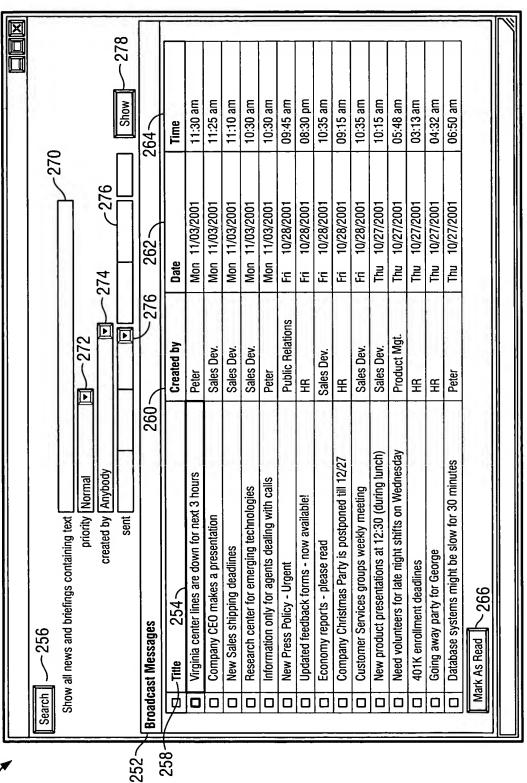


FIG. 3



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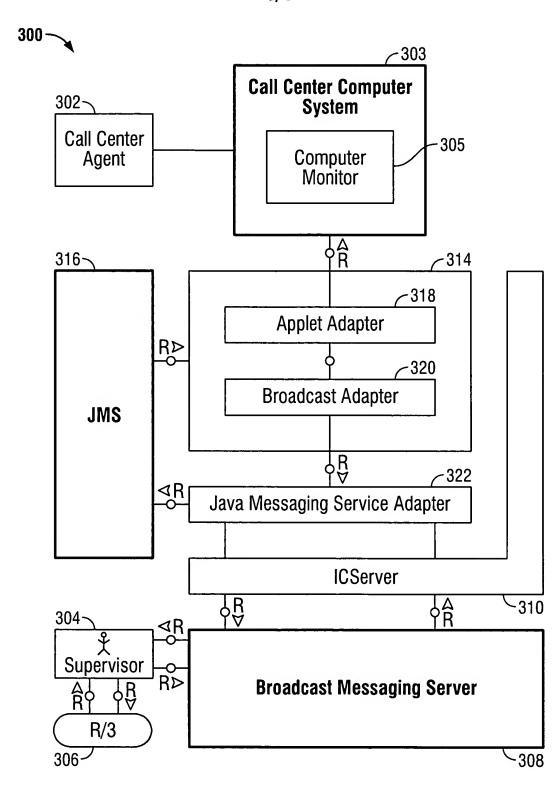


FIG. 4